



P R O V I D E R B U L L E T I N

B T 2 0 0 2 1 5

A P R I L 4 , 2 0 0 2

To: All Providers

Subject: Provider Field Representatives and Territory Map

Overview

The purpose of this bulletin is to inform providers about changes to the EDS provider field representatives' territory assignments beginning March 1, 2002.

New Provider Field Representative Assignments

EDS has divided Indiana into new territories. Table 1.3 lists the provider field representatives, contact information, and the territories served. In an effort to provide continuity in customer service, **one** provider representative is now assigned to each territory and will serve **all provider types and specialties located in that assigned territory**. Please note that **previously** the field representatives were specialized in one claim type, such as HCFA-1500 or UB-92, in a particular provider type, such as dental or pharmacy, or in a special program, such as 590, Waiver, Federally Qualified Health Care Centers (FQHC), Rural Health Clinics (RHC), HealthWatch, or Managed Care. With the implementation of new territory assignments, all provider types and special program questions should be directed to the designated area provider field representative.

To better serve all providers, EDS is currently reviewing provider field representative assignments as they relate to provider associations. This review is being conducted to ensure that all major provider associations have an assigned representative to provide educational assistance to its members. A list of these assignments will be forthcoming in a future remittance advice banner page article or bulletin.

Providers in the out-of-state areas identified in Table 1.1 should contact the identified field representatives for all Indiana Health Coverage Program (IHCP) educational needs.

Table 1.1 – Field Representatives for Cities Bordering Indiana

State	City	Field Representative
Illinois	Danville	Connie Pitner
	Watsika	Connie Pitner
	Chicago	Connie Pitner
Kentucky	Louisville	Jackie Fleener
	Owensboro	Pam Martin
Michigan	Sturgis	Nancy McMinn
Ohio	Cincinnati	Jackie Fleener
	Hamilton	Jackie Fleener
	Harrison	Jackie Fleener
	Oxford	Tina King

Out-of-state providers not located in the states in Table 1.1, or those with a designated out-of-state billing office supporting multiple provider sites throughout Indiana should direct calls to (317) 488-5303, extension 3315.

Table 1.2 lists contact information for EDS Client Services Department leaders.

Table 1.2 – Client Services Department Leaders

Title	Name	Telephone
Director	Dan Planker	(317) 488-5078
Supervisor	Peggy Schleter	(317) 488-5154

Table 1.3 – EDS Provider Field Representatives

Territory Number	Field Representative	Telephone	Counties Served
1	Connie Pitner	(317) 488-5103	Benton, Fountain, Jasper, Lake, Newton, Parke, Vermillion, and Warren
2	Nancy McMinn	(317) 488-5152	Fulton, LaPorte, Miami, Porter, Pulaski, St. Joseph, and Starke
3	Virginia Hudson	(317) 488-5071	Dekalb, Elkhart, Kosciusko, Lagrange, Marshall, Noble, Steuben, and Wabash
4	Relia Manns	(317) 488-5371	Boone, Carroll, Cass, Clinton, Howard, Montgomery, Tippecanoe, and White
5	Randy Miller	(317) 488-5388	Allen, Blackford, Grant, Hamilton, Huntington, Madison, Tipton, Wells, and Whitley
6	Chris Kern	(317) 488-5326	Marion
7	Jo Melloh	(317) 488-5072	Hancock, Hendricks, Johnson, Morgan, Putnam, and Shelby
8	Tina King	(317) 488-5123	Adams, Decatur, Delaware, Fayette, Franklin, Henry, Jay, Randolph, Rush, Union, and Wayne
9	Kathryn Gibson	(317) 488-5070	Clay, Daviess, Greene, Knox, Owen, Sullivan, and Vigo
10	Len Smith	(317) 488-5340	Brown, Dubois, Jackson, Lawrence, Martin, Monroe, Orange, and Washington
11	Pam Martin	(317) 488-5153	Crawford, Gibson, Perry, Pike, Posey, Spencer, Vanderburgh, and Warrick
12	Jackie Fleener	(317) 488-5056	Bartholomew Clark, Dearborn, Floyd, Harrison, Jefferson, Jennings, Ohio, Ripley, Scott, and Switzerland
13	Account Services	(317) 488-5139	Out of State

CDT-3/2000 (including procedure codes, definitions (descriptions) and other data) is copyrighted by the American Dental Association.

© 1999 American Dental Association. All rights reserved. Applicable Federal Acquisition Regulation System/Department of Defense Acquisition Regulation System (FARS/DFARS) Apply.

CPT codes, descriptions and other data only are copyright 1999 American Medical Association (or such other date of publication of CPT).

All Rights Reserved. Applicable FARS/DFARS Apply

